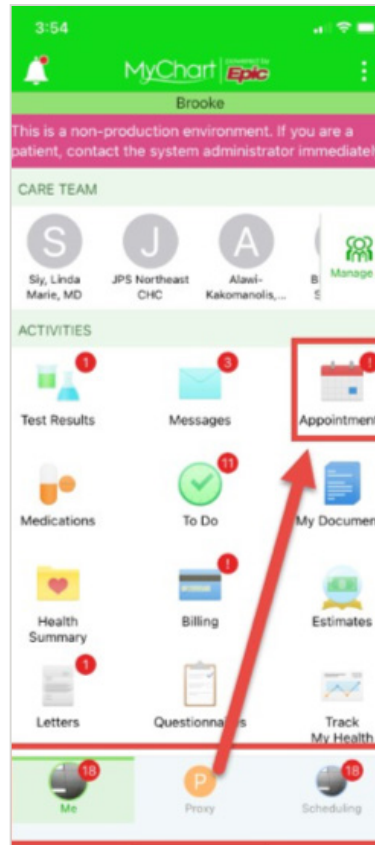


Connecting to a video visit with your provider is easy. Once you have downloaded the MyChart mobile app, be sure to also download the **VidyoConnect** app to connect to your MyChart video visit.

Important things to remember if you are a proxy for another patient:

- You must be logged into your own MyChart account to access your child's or patient's account for appointments and video visits.
- Once logged into your own MyChart account, you will be able to switch accounts by clicking on the patient's picture.



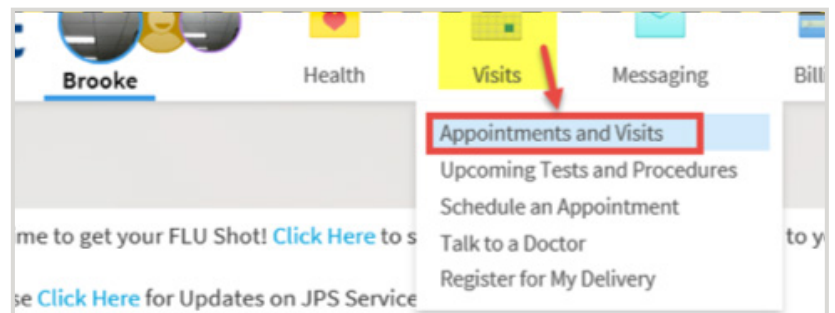
MyChart Mobile App View



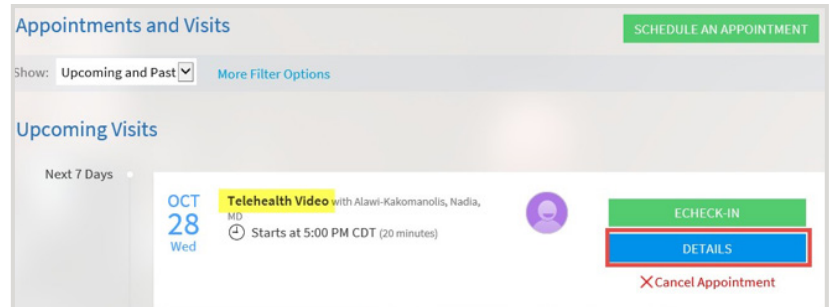
MyChart Desktop Web View

Connecting on a Desktop Computer

1. Log into MyChart and go to the **Visits** tab. Select **Appointments**.
2. In the drop down menu, select **Appointments and Visits**. Upcoming appointments are shown at the top.



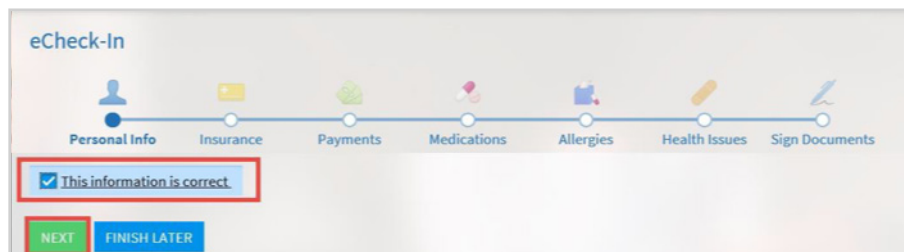
- To view more information about your video visit, click on **Details**.



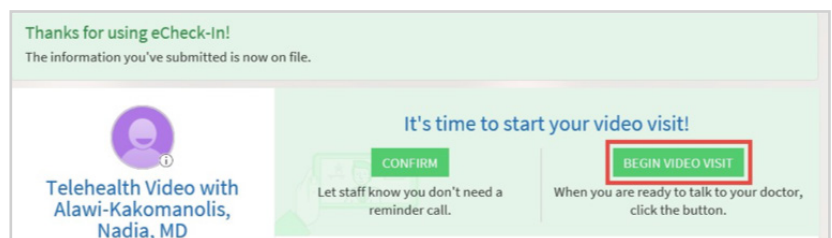
- Next, you will see the screen to **Begin your Video Visit**. If your appointment requires eCheck-in (checking in yourself through MyChart), you will have to complete this step before you can begin your video visit. If eCheck-in is not required, skip this step.

For eCheck-in:

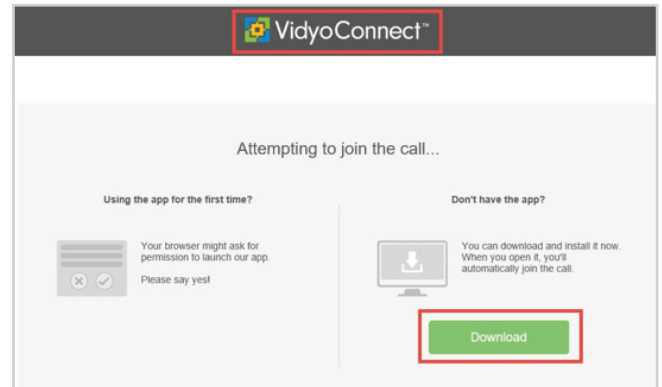
- Click **eCheck-In** to begin the check-in process.
- Move through the required screens to verify your information on file. If it is correct, click the check box that says **"This information is correct."**
- Once all screens are verified, the **Next** button will change to green, allowing you to move forward.
- Check over your information and click **Submit** to complete eCheck-in.



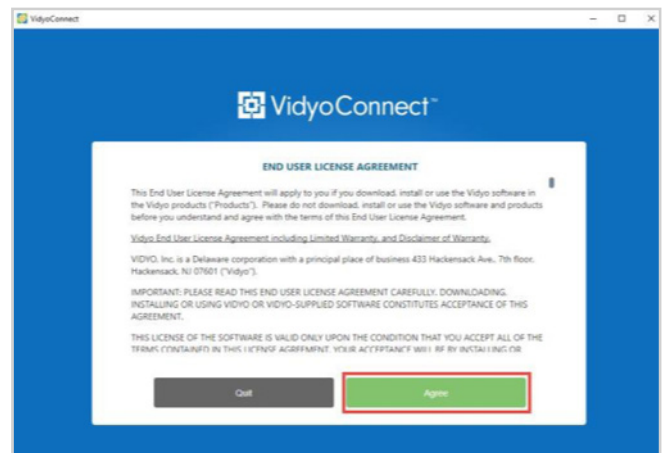
- After you complete your eCheck-in (if required), you will return to the appointments screen. Click on **Begin Video Visit** to start your visit.



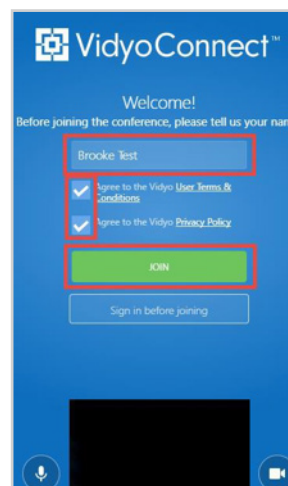
6. If this is your first time connecting to a video visit, you will be prompted to download VidyoConnect. If the download does not start automatically, click on **Download**.



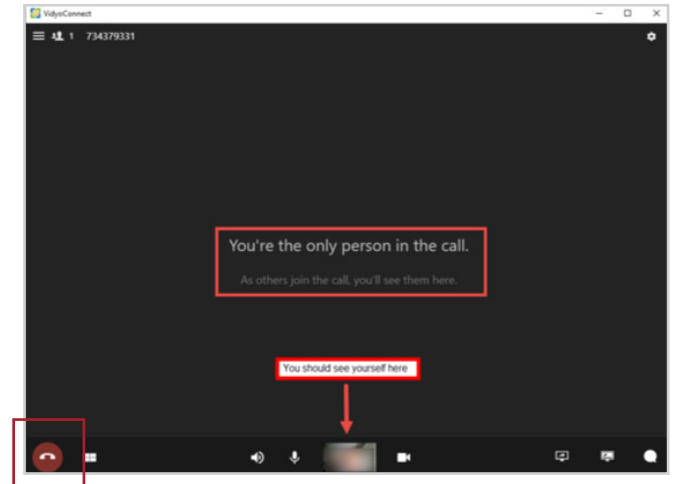
7. Once VidyoConnect is downloaded, click **Agree** on the license agreement to move forward.



8. A box will pop up to confirm your name. Check the boxes to agree to the **User Terms & Conditions** and **Privacy Policy**. Then, click **Join**.

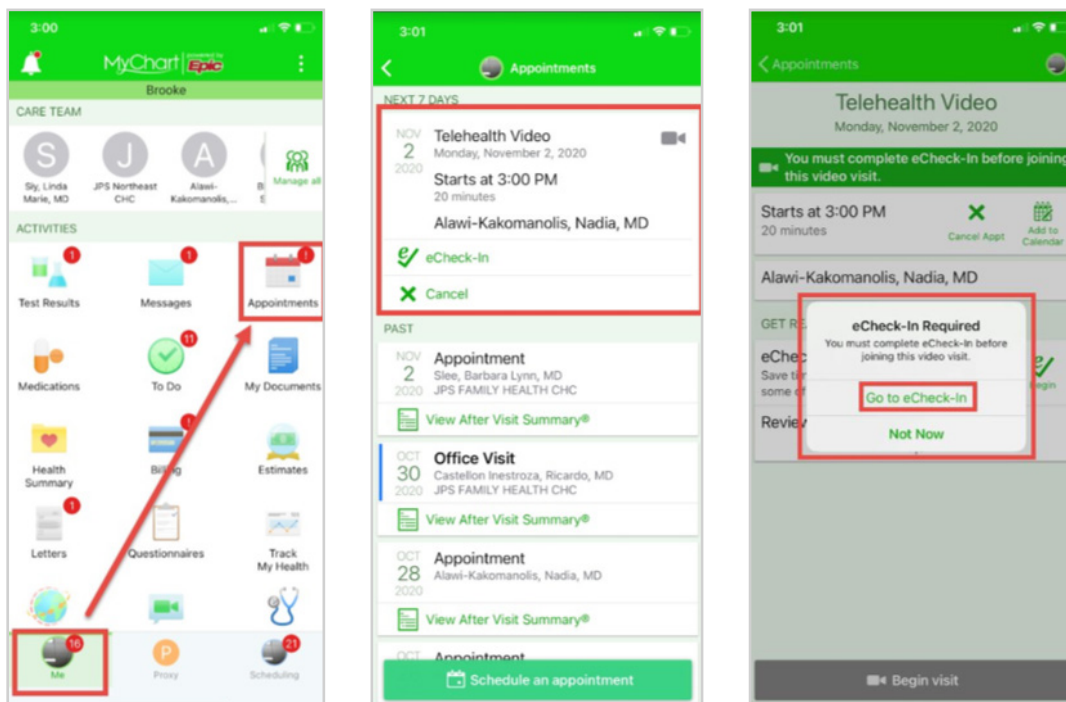


- The video will connect you to your provider. You will be able to see yourself in the smaller video screen. If you connect to the visit sooner than your provider, stay connected and wait for them to connect. Once they connect, you will see them in the larger video screen.
- When your video visit is over, click on the red end call button at the bottom left of your screen.



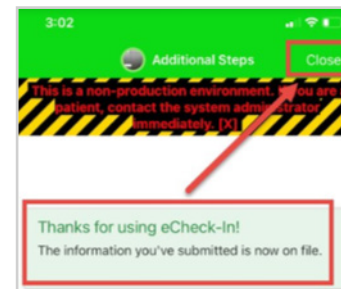
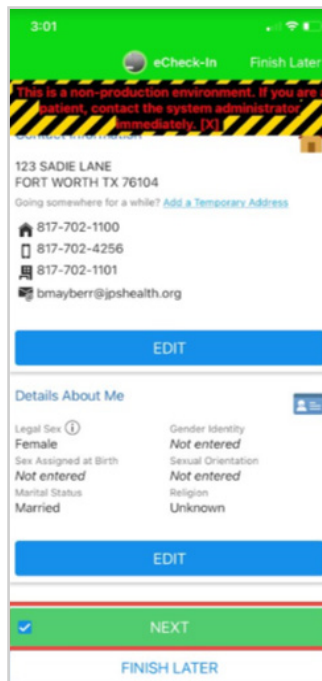
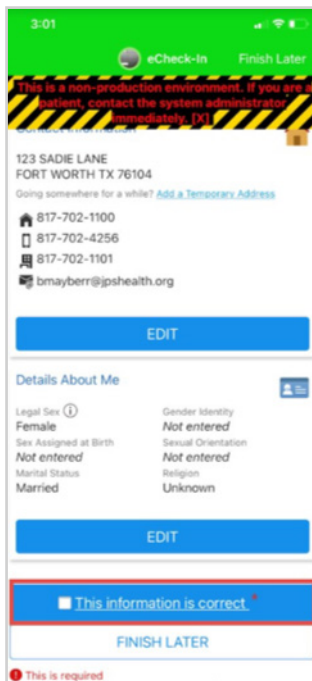
Connecting on a Mobile Device

- Open the MyChart mobile app.
 - Click on the **Appointments** icon to see a list of your upcoming appointments.
 - Click on the **Telehealth Video** appointment for today.
 - If your visit requires eCheck-in, you will be prompted to **Go to eCheck-in** before starting your visit.



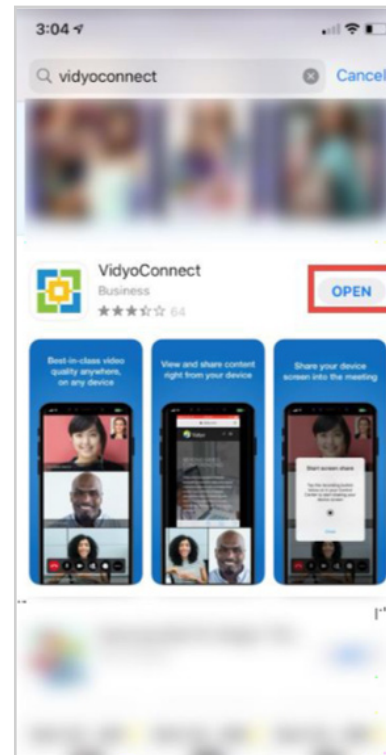
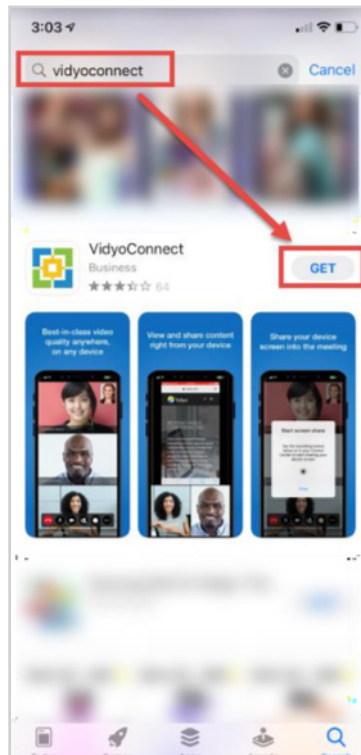
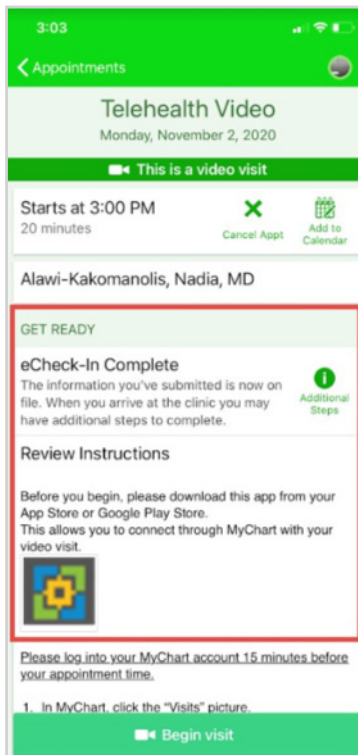
2. If required, complete eCheck-in and verify your information on each screen.

- Confirm your information on each screen and click on the check box to verify that **This information is correct**. Once you check all the boxes, select the **Next** button.
- Follow this process for all of the eCheck-in screens. Once you get to the end, click **Submit**.
- Once **Thanks for using eCheck-in** appears, click **Close** in the upper right corner of your screen.



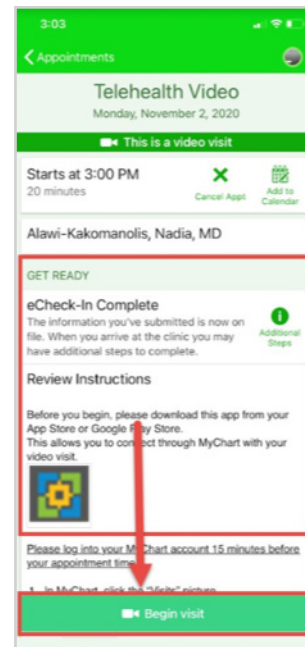
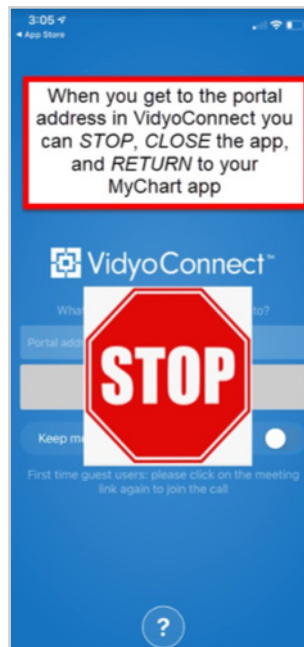
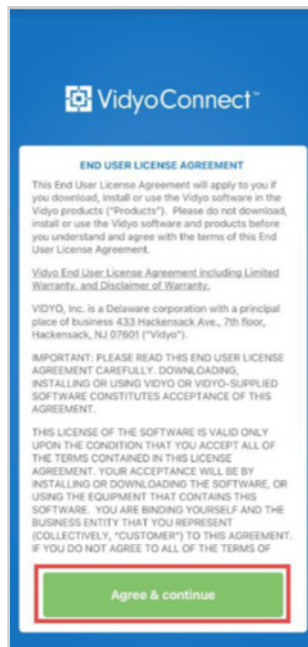
3. On your Appointments screen, you will see that eCheck-in has been completed. There will be instructions below to download the VidyoConnect app.

- Go to the App Store or Google Play Store on your mobile device and search for the **VidyoConnect** app.
- Click the **Get** or **Download** button. Once it downloads, click **Open**.



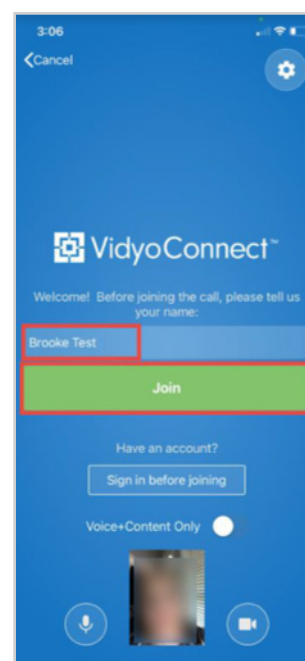
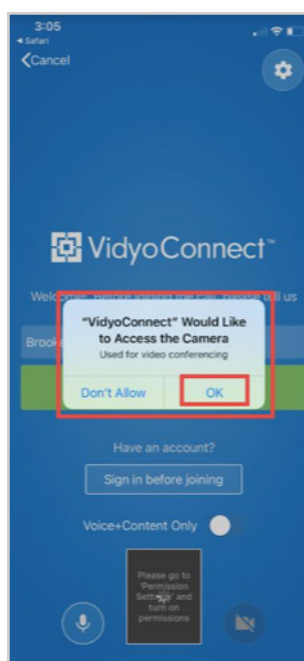
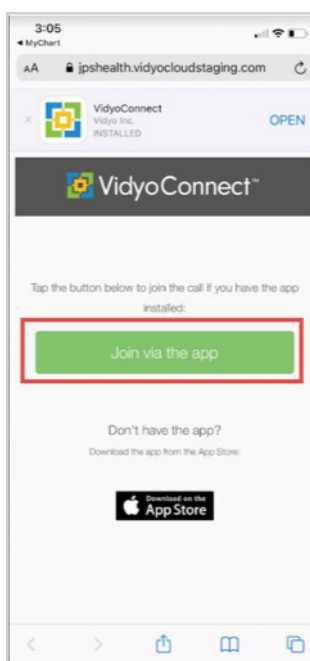
4. You will be prompted to accept the license agreement.

- Click **Agree & continue**.
- The next screen will ask you to enter a portal address. **STOP HERE** and close the app. You do not need to enter a portal address.
- Close the app and go back to your MyChart app. Click the green **Begin visit** button.



5. Once you begin your visit, you will be prompted to **Join via app**.

- Click **Join via app** to connect.
- Click **OK** to give VidyoConnect permission to access your device's camera and microphone.
- On the next screen, you will see your name above the Join button. Your picture should be in the small video frame at the bottom of the screen. Select **Join** to connect to the video visit.



6. VidyoConnect will ask you to agree to the **User Terms & Conditions** and **Privacy Policy**.

- To agree to the User Terms & Conditions and Privacy Policy, toggle the buttons to the **on** position.
- Click **Continue** to begin your visit.
- You will see yourself in the upper right corner of the screen. Once the provider joins, they will appear in the main screen.
- When your visit is complete, click on the red end call button to disconnect and end the video visit.

